

USCIS Transit Subsidy Benefit Program Web Application Guide

Apply for the Transit Subsidy Benefit Program in four easy steps:

- 1. Complete Transit Benefit Integrity Awareness Training
- 2. Purchase and Register a SmarTrip® card (If commuting in the DC area)
- 3. Use your USCIS federal email address to create a profile account on the <u>TRANServe website</u>
- 4. Submit the Transit Benefit Program expense worksheet and application

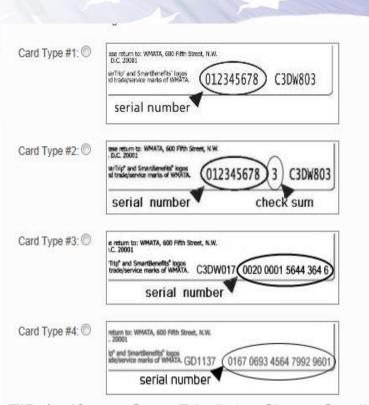


- Log on to http://transerve.dot.gov/
- Click on "Participants"
- Click on "DHS-CIS"
- Click on: "DHS-CIS Transit Benefit Integrity Awareness Training"
- Complete the training
- Email your completion certificate to your Supervisor

- 2.) Purchase and Register a SmarTrip® card (skip this step if you do not work in the Washington, DC area)
- SmarTrip® card use is mandatory for all participants in the National Capital Region who ride Metro Rail, Metro Bus, The Bus, ART - Arlington Transit, DASH, DC Circulator, CUE Fairfax, Quicks Bus, Loudon Commuter Bus, PRTC Omni, Montgomery County Ride On, REX
- Purchase a SmarTrip® Card This is a reloadable electronic fare card. Using a reloadable fare card supports government initiatives to support and improve the environment.
 - You can make a purchase at a Metro Sales Store, Kiosk (located in Metro Stations with parking), a Commuter Store and many retail establishments.
 - For more information on purchase locations:
 http://www.wmata.com/fares/purchase/where.cfm
 - You can also purchase a SmarTrip® Card on line: http://www.wmata.com/fares/purchase/



- - An online order requires you to provide a shipping address that matches the billing address on record with your credit card provider.
 - Create a Personal Account and Register your SmarTrip® Card You must register your SmarTrip® card with WMATA in order to receive your transit benefit electronically. Registration may take up to 48 hours to be reflected in the WMATA system. An additional benefit to registering your card is to protect the funds on the card. If lost or stolen you may cancel it. After you replace your SmarTrip® card, you can transfer the funds to the new card.
 - Register your SmarTrip® card here:
 https://smartrip.wmata.com/Registration/Register.aspx.
 - You must indicate the type of card by matching the serial number on the back with the pattern that is circled in the illustration on the next page.



- TIP 1: If your SmarTrip® (or CharmCard) serial number has fewer than nine (9) digits, you need to add zeros to the front to make it nine (9) digits.
- Still have Questions? To Contact WMATA directly. Call: 202-637-7000 or Email: smartrip@wmata.com
- To submit a Web Inquiry: ttp://www.wmata.com/about_metro/contact_us/ridercomment.cfm

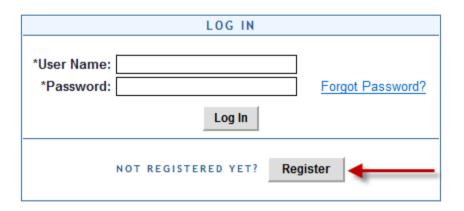
Do you ride more than one transit system in your regular home to work to home commute? Allot some of your benefit to your SmarTrip® card and the rest to another transit system using Commuter Direct.

- USCIS will provide you with a TRANServe Card for the following transportation providers in the Washington D.C. area who do not accept the SmarTrip® Card: VRE, MARC, MTA Busses such as: Dillon, Eyre, Keller, Quicks Bus, or Amtrak, Vanpools (including Moore Services RU, Commuter Express, TP Vans and others), MARTZ National Coach, WMATA's EZ-Pay Metro Access and VSPI.
- The TRANServe Card will be mailed to your Local Transit Benefit Coordinator and provided to you AFTER your enrollment is approved and processed. Additional instructions are provided at that time.



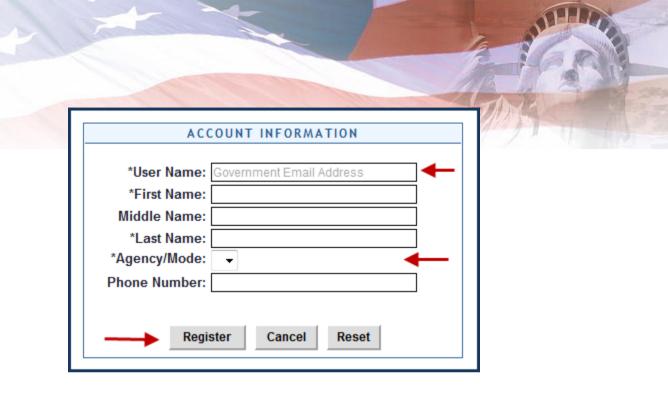
3.) Use your official USCIS email address to create a Username on the

TRANServe Transit Benefit Application Website



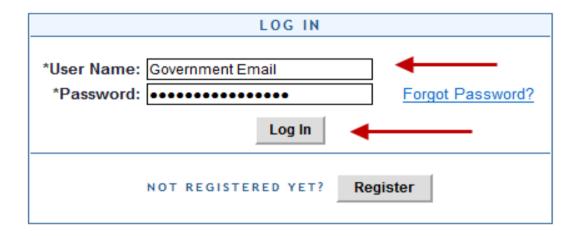
- Log on to: https://transitapp.ost.dot.gov
- If this is your first time in this system click the "Register" button
- REMEMBER YOU ONLY NEED TO REGISTER THE FIRST TIME YOU USE THE SYSTEM



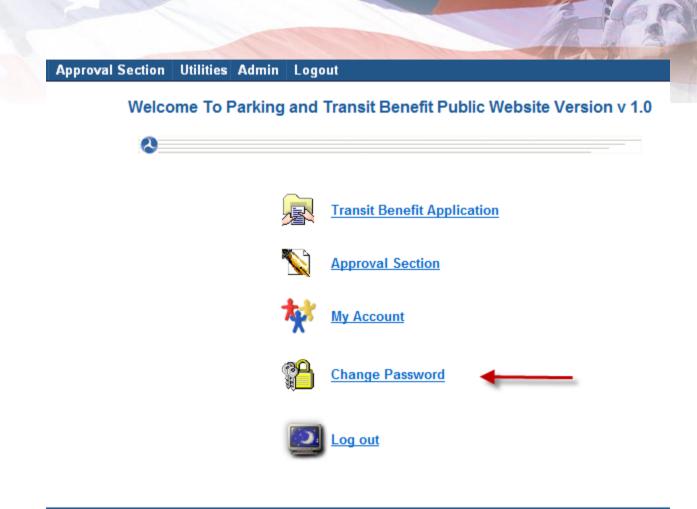


- Complete the registration form
- Use your government email address as your User Name
- "USCIS" will auto select from the Agency/Mode drop-down box
- Click "Register"

NOTE: Retrieve the temporary password emailed to your government email address and follow these instructions:

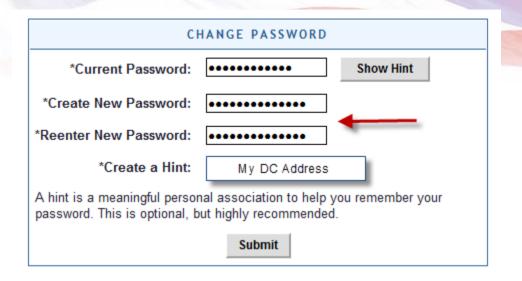


- Type in your User Name and temporary password
- Click "Log In"



Select "Change Password"



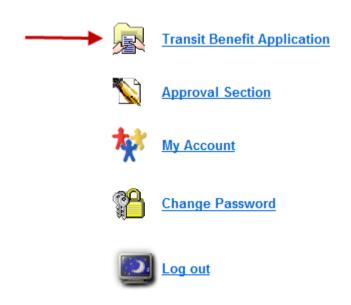


- Complete the Change Password form
- Click "Submit"
 - "Password Changed!" will be displayed
- Click "Home" on the blue task bar to continue





To apply, withdraw, request information or change existing



information select:

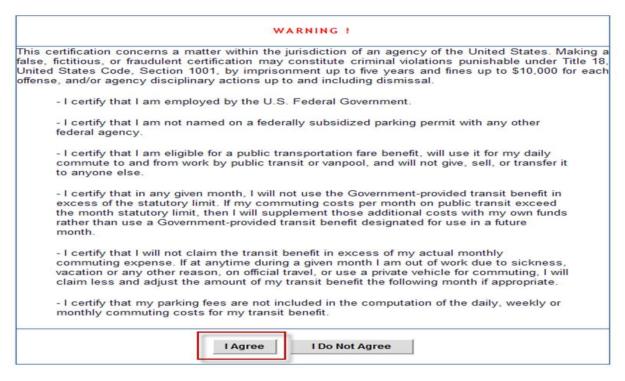
To Apply/Complete the Transit Benefit Application Select: "Certify/Enroll"



Click "Continue"



Lick "Continue" to read the terms and conditions of the Transit Benefit Program :



 You must agree to the terms and conditions of the transit benefit program to process with the application



Verify Your Supervisor is Listed As an Approver

- Scroll to the very bottom of the Application
 - Locate "First Approver".
 - Click "Select" to Locate your Supervisor's Name
 - a. Use Ctrl. + F to locate it more quickly
 - Notify your supervisor if their name is not list
 - a. They must register before you can proceed

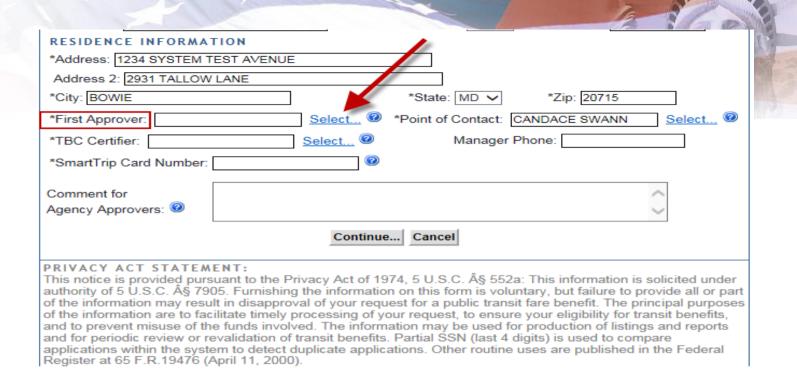
THIS IS AN IMPORTANT CHECK POINT!

THE TRANSIT BENEFIT SYSTEM DOES NOT SAVE AN INCOMPLETE APPLICATION.
YOUR SUPERVISOR MUST REGISTER FIRST SO YOU CAN SELECT THEM AS YOUR APPROVER.

IF YOUR SUPERVISOR IS NOT REGISTERED, NOTIFY THEM YOU NEED THEIR APPROVAL TO APPLY FOR THE TRANSIT BENEFIT. AFTER THEY REGISTER THEY MUST NOTIFY THE PROGRAM OFFICE AT: USCIS-HQ-Transit-Subsidy@uscis.dhs.gov.

THE PROGRAM OFFICE WILL ELEVATE THEM TO SUPERVISOR STATUS SO THEY CAN APPROVE YOUR TRANSIT BENEFIT.





 Once you are notified your Supervisor is in the "Select" List, you can proceed with the application Read the Plain Language Reminder and Calculation Instructions at the top of the Transit Benefit Application Worksheet.

TRANSIT BENEFIT APPLICATION WORKSHEET

All Transit Benefit Program Applicants are required to certify the "Total Monthly Expense" of their Home to Work Mass Transit Commute.

Parking fees are not eligible for the transit benefit and must not be included in "Total Monthly Expense".

Instructions: To calculate your "Total Monthly Expense"

- a. Select your transportation method(s)
- b. Enter the following information in the "To Work" and "From Work" row(s) of each transportation method:
 - i. Name of Company for your method of transportation (Metro, BART, Subway)
 - ii. Daily or Monthly Expense
 - iii. Number of days you routinely work in a month
- c. If you purchase a Monthly pass, divide the price of the pass by 2, and enter the information in the Monthly Expense column.
- d. The Total Monthly Expense value automatically populates



Complete the Expense Worksheet (See Example on Page 20)

- Specify the Reason for Certification using the drop down box
- Use the check box to certify you already completed the training requirement
- Select your methods of mass transportation
- Select "Civilian/Military" from drop-down menu
- Select your work status from drop-down menu
- Enter ONE Transit Company Name per line
 - Do NOT enter Metro/VRE or any other combination
 - Use "other" if you have a second entry
- Enter either your daily or monthly commuting expenses
 - Use monthly only if you purchase a monthly pass
 - Enter the number of days you routinely work in a month
 - Do you telework?

Repeat these steps for each method of Mass Transit you use.

 Note: The Total Monthly Expense value automatically calculates and transfers to the Application.



	*Reason for Certification: Annua	l Certification/Rece	rtification 🔻	
*Select your transportation methods:				
✓ Bus ☐ Rail ☐ Other Method ☐ Vanpool				
*Civilian/Military: Civilian ▼ Work Status: Full Time ▼				
If you work 8-hour days, enter 20 in the Days per Month column If you work 9-hour days, enter 18 in the Days per Month column If you work 10-hour days, enter 16 in the Days per Month column If you telecommute or work part time, enter the number of days you actually commute to/from work.				
Method of Transportation		Daily Expense	Days per Month	Monthly Expense
Bus to Work	Name of Company	\$		\$ [
Bus from Work	Name of Company	\$		\$
Other Bus to Work	Name of Company	\$		\$
Other Bus from Work	Name of Company	\$		\$
Every Transit Benefit responsible to adjust benefit each month t home to work comm	Total Monthly Expense: 0.00			



Management Directorate

Follow these steps to submit the Transit Benefit Program Application

For Additional Information you may click throughout the Expense Worksheet and Application . Complete these fields:

- Last 4: Enter the Last 4 of your Social Security Number
- Work Phone: Enter your Work Phone to assist the approval process
- Common Identifier: Enter Last Name & Last 4 of your Social
- Agency/Mode: Auto-fills to USCIS
- Region: Enter the region closest to where you work most days
- Agency/Office: Select USCIS
- Work Information: The full address to which you commute via mass transit
- Residence Information: The full address from which you commute via mass transit
- Select" First Approver This is your Supervisor
- "Select" Point of Contact This is the TBC who receives shipment of your TRANServe Card
- "Select" TBC Certifier This is your Transit Benefit Coordinator
- Manager Phone: Enter the best number with which to reach your Supervisor



- SmarTrip® card number
- Refer to the icon to identify the correct nine digit sequence required by Metro. (example p.23)
- All USCIS employees within the NCR who use SmarTrip® card enabled modes of mass transit must use a SmarTrip® card
- Outside of the NCR Enter "NA" in this field.
- Comment for Agency Approvers: Enter information that may assist in the approval process
- Click "Continue" to submit your application
 - Enter missing information, if prompted.
 - Click "Continue" again to submit your application
 - Display: Thank you for enrolling in the Transit Benefit Program
- Note: You will receive email notification each time your application is forwarded to the next Approver



HOW TO FIND SMARTRIP CARD NUMBER?

SmarTrip cards are limited to WMATA commuters in the NCR (Washington, DC-Virginia-Maryland)

If you do not commute on WMATA in these areas enter N/A.

Enter the SmarTrip Card number without dashes or spaces. See the samples below to identify your card number series, then insert the numbers on the application in the same format that follow =

Type #1: 012345678 C3DW803 = 012345678 Type #2: 12345678 3 C3DW803 = 123456783

Type #3: C3DW017 0020 0001 5644 364 6 = 0020000156443646

Type #4: GD1137 0167 0693 4564 7992 9601 = 01670693456479929601

Close



TRANServe Electronic Transit Benefit System Access Frequently Asked Questions

For a full list of FAQs consult: www.Transerve.dot.gov

Q1. How do I enter the Electronic Application System the first time? A1. You must Register to create a Username and Profile

- 1) You must use your USCIS email address as your Username
- 2) Go to: http://transerve.dot.gov/
- 3) Open the "Participants" Page
- 4) Click to "USCIS"
- 5) Click "USCIS-Transit Benefit Program Application System"
- 6) Click "Register"
 - Complete the Account Information Page
 - Enter your Name, as it appears on your Gov't ID
 - Select "USCIS" from the Agency/Mode drop down box
 - Enter your office phone number
 - Retrieve temporary Password from USCIS email
- 7) Login using Username and temporary password.
- 8) Complete Change Password form



Remember: Only Register The First Time You Use The System

Q2. What if I forget my Password?

A2. You may reset your password anytime:

- 1. Go to: http://transerve.dot.gov/
- 2) Open the "Participants" Page
- 3) Click "USCIS" then
- 4) Click "Transit Benefit Program Application System "
- 5) Click "Forgot Password
- 6) Enter your USDA email address
- 7) Choose "Try Again" or "Send it by Email"
 - The eApp will quickly send you a new temporary password
- ■8) Click "Return to Login Page"
- •9) Enter temp Password
 - Change to a new Federal Information System Management Act (FISMA) compliant password



Q3. What if I want to change my Password?

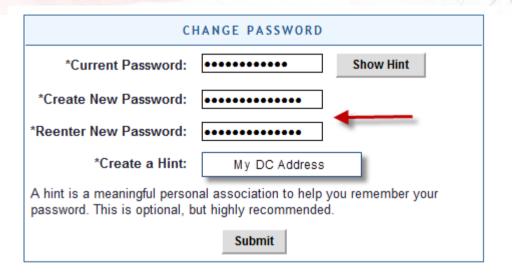
A3. You may change your password anytime:

- ■1) Go to: http://transerve.dot.gov/
- ■2) Open the "Participants" Page
- ■3) Click "USCIS" then
- •4) Click "Transit Benefit Program Application System "
- ■5) Choose "Change Password"





Complete the Change Password Form



- Enter Current Password
- Create New Password
- Reenter New Password
- Create a meaningful "Hint"
- Click "Submit"
- "Password Changed!" displays





- REMEMBER
- The USCIS Transit Benefit Program Coordinators are available to assist (Roster is listed on the Transit Subsidy Benefit web page)
- Or please email questions to: <u>USCIS-HQ-Transit-Subsidy@uscis.dhs.gov</u>